

Customer Survey Results 2016-2017



Run from April 2016 to March 2017

Number of surveys analysed 197

Thank you to all of you who spared the time to fill in the questionnaires we gave you last year, especially for those of you who made the wonderful comments below!

Always willing to help. Staff very friendly.

All the staff and pharmacist are very polite and professional.

Our best area from your questionnaire answers was:

The staff overall

Our key area for improvement is "providing advice on healthy eating and physical exercise" and this is what we propose to do to improve our performance

We will actively advise our patients about healthy eating and physical exercise. We promote leading a healthy lifestyle and have leaflets available within the pharmacy that contain information about healthy eating and physical exercise.

Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

Very Satisfied or Fairly satisfied

100.00%

Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there?

Very Good or Fairly Good

100.00%

Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

Excellent or Very Good

93.55%

Demographic information						
Age	No.	%	Sex	No.	%	
16-19	5	5.38%	Male	39	46.99%	
20-24	14	15.05%	Female	44	53.01%	
25-34	14	15.05%	Type of customer			No. %
35-44	18	19.35%	You have or care for a child(ren) under 5			16 16.84%
45-54	14	15.05%	You have or care for a child(ren) from 5 to 16			14 14.74%
55-64	15	16.13%	You are a carer for a sufferer of longstanding illness			15 15.79%
65+	13	13.98%	Neither look after children nor the long term ill			50 52.63%